

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview

1. **Date of Submission:** 2010-12-22

2. **Agency:** 018

3. **Bureau:** 45

4. **Name of this Investment:** Common Services for Borrowers (CSB) Remediation

5. **Unique Project (Investment) Identifier (UPI):** 018-45-01-04-01-3136-00

6. **What kind of investment will this be in FY 2012?:** Planning

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB?** FY2011

8.

- a. **Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.**

Common Services for Borrowers (CSB) provides operational services to collect Federal Student Loans from both Direct Loan and FFEL Borrowers. In addition, CSB provides: Loan Consolidation services, the tracking of Teach Grants that could turn into loans, services to assess applications for Total & Permanent Disability, and a Debt Management Collection System. FSA requires these funds to maintain, remediate issues and periodically enhance these four services to enable the collection of the loans in the student loan portfolio in the most efficient manner for the taxpayer and to provide the best borrower customer service possible.

- b. **Provide any links to relevant websites that would be useful to gain additional information on the investment including links to GAO and IG reports.**

Title	Link
NONE	

9.

- a. **Provide the date of the Agency's Executive/Investment Committee approval of this investment.**
2007-08-30
- b. **Provide the date of the most recent or planned approved project charter.** 2011-06-30

10. **Contact information?**

- a. **Program/Project Manager Name:** *
Phone Number: *
Email: *
- b. **Business Function Owner Name (i.e. Executive Agent or Investment Owner):** Sue Szabo
Phone Number: *

Email: *

11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA): Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.

- Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding

(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Planning & Acquisition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition(DME):	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
Operations, Maintenance, Disposition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal O&M and Disposition Costs (SS):	*	*	*	*	*	*	*	*	*
TOTAL FTE Costs	*	*	*	*	*	*	*	*	*
TOTAL (not including FTE costs):	*	*	*	*	*	*	*	*	*
TOTAL (including FTE costs):	*	*	*	*	*	*	*	*	*
Number of FTE represented by	*	*	*	*	*	*	*	*	*

Table I.B.1: Summary of Funding
(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Costs:									

2. Insert the number of years covered in the column “PY-1 and earlier”: 10

3. Insert the number of years covered in the column “BY+4 and beyond”: *

4. If the summary of funding has changed from the FY 2011 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of acquisition
Awarded		ED 04 CO 0004	ED 04 CO 0004		*	*	\$2,200.0	Combination (two or more)	Y	2004-01-01	2013-12-31	Full and Open Competition	The CSB acquisition in 2003 was to integrate the four different student loan management systems into a single system with multiple computing engines designed around a single student loan asset database.

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3.

- a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow *
- b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 *
- c. Was the Acquisition Plan approved in accordance with agency requirements *

d.If "yes," enter the date of approval? *

e.Is the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? *

f.Does the acquisition plan meet the requirements of EOs 13423 and 13514? *

g.If an Acquisition Plan has not been developed, provide a brief explanation.

*

Part II: IT Capital Investments

Section A: General

1.
 - a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. yes
 - b. If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment. FSA CIO has determined that all FSA systems operating within the FSA VDC are operating in a cloud computing environment.
3. Provide the date of the most recent or planned Quality Assurance Plan 2010-01-31
4.
 - a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment. 018-45-01-04-01-3133-00
 - b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s).
5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. 2012-05-30
6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. 2010-09-15

Section B: Cost and Schedule Performance

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
CSB Remediation Funding - FY 2010	DME	*	\$4.9	\$3.6	2010-01-01	2010-01-01	2010-12-31		84.00%	84.00%
CSB Remediation funding - FY 2011	DME	*	\$10.0	\$0.0	2011-01-01	2011-01-01	2011-12-31		1.00%	1.00%
CSB Remediation funding - FY 2012	DME	*	*	*	2012-01-01	*	2012-12-31	*	*	*
CSB Remediation funding - FY 2013	DME	*	*	*	2013-01-01	*	2013-12-31	*	*	*

2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion. no

3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.

4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation? no

Section C: Financial Management Systems

Table II.C.1: Financial Management Systems			
System(s) Name	System acronym	Type of Financial System	BY Funding
*	*	*	*

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only)

Table II.D.1. Customer Table:	
Customer Agency	Joint exhibit approval date
NONE	

Table II.D.2. Shared Service Providers		
Shared Service Provider (Agency)	Shared Service Asset Title	Shared Service Provider Exhibit 53 UPI (BY 2011)
*	*	*

Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions):							
Partner Agency	Partner exhibit 53 UPI (BY 2012)	CY Monetary Contribution	CY “In-Kind” Contribution	CY Fee-for-Service	BY Monetary Contribution	BY “In-Kind” Contribution	BY Fee-for-Service
NONE							

Table II.D.4. Legacy Systems Being Replaced		
Name of the Legacy Investment of Systems	Current UPI	Date of the System Retirement
*	*	*

Section E: Performance Information

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
Technology	Load levels	Abandoned service calls	annual	Percent who elect to hang-up and abandon their service request.	decreasing	2%	2003-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	2%	.81%	Met	2011-03-30
Customer Results	Customer Satisfaction	Borrower satisfaction	annual	Percent of respondents rated at least a satisfied or above for customer services.	increasing	65%	2003-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	70%	89%	Met	2011-02-28
Mission and Business Results	Functionality	Business functionality meets legislative requirements.	annual	Percent of legislative requirements met.	Increasing	80%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	85%		Not Due	2011-02-28
Mission and Business Results	Functionality	Business functionality meets legislative requirements.	annual	Percent of legislative requirements met.	Increasing	80%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

			2012	90%		Not Due	2011-02-28
Mission and Business Results	Functionality	Business functionality meets legislative requirements.	annual	Percent of legislative requirements met.	Increasing	80%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	95%		Not Due	2011-02-28
Processes and Activities	IT Contribution to Process, Customer, or Mission	Code supports core business process of loan servicing.	annual	Percent of code related to core business process.	Steady	98%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	98%		Not Due	2011-02-28
Processes and Activities	IT Contribution to Process, Customer, or Mission	Code supports core business process of loan servicing.	annual	Percent of code related to core business process.	Steady	98%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	98%		Not Due	2011-02-28
Processes and Activities	IT Contribution to Process, Customer, or Mission	Code supports core business process of loan servicing.	annual	Percent of code related to core business process.	Steady	98%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	98%		Not Due	2011-02-28
Mission and Business Results	Higher Education	Default recovery rate	annual	% of collections divided by the collections portfolio as it existed at	increasing	10%	2002-10-01

the end of the prior year.

			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	11.75%	11.82%	Met	2011-02-28
Customer Results	Timeliness	Development activities occur within 10% of schedule.	annual	Percent of schedule variance.	Decreasing	15%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	10%		Not Due	2011-02-28
Customer Results	Timeliness	Development activities occur within 10% of schedule.	annual	Percent of schedule variance.	Decreasing	15%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	8%		Not Due	2011-02-28
Customer Results	Timeliness	Development activities occur within 10% of schedule.	annual	% Schedule variance.	Decreasing	15%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	5%		Not Due	2011-02-28
Processes and Activities	Cycle Time	Number of days to consolidate loans.	annual	Number of days	decreasing	20	2003-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	20	27.49	Not Met	2011-03-30

Technology	Load levels	Service center blockage caused by busy signal	annual	Percent of blocked calls (busy signal) due to inbound FTS newwork calls exceeding the inbound trunk capacity at the call center.	decreasing	.5%	2003-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	.5%	.26%		2011-03-30
Technology	Lifecycle/Change Management	System changes are documented.	annual	Percent of system changes documented.	Increasing	80%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	85%		Not Due	2011-02-28
Technology	Lifecycle/Change Management	System changes are documented.	annual	Percent of system changes documented.	Increasing	80%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	90%		Not Due	2011-02-28
Technology	Lifecycle/Change Management	System changes are documented.	annual	Percent of system changes documented.	Increasing	80%	2011-02-17
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2013	95%		Not Due	2011-02-28

* - Indicates data is redacted.